Starfish Workflow

Starfish utilizes 4 main tracking items: 1. Flags 2. Kudos 3. Referrals 4. To-Dos
This document will explain the workflow around flags.

A Flag IS for

1. An immediate short-term intervention
2. A proactive, purposeful request for support
3. A call for help for one or more of the students in your class
4. A connection to services and resources

A Flag is NOT

1. A punishment
2. An indication of failure
3. A sign that a student is on probation of is in "trouble"
4. Included on the students' record or transcript
5. A reflection of teaching

When you submit a Flag the following happens:

START

1. The Flag is sent to the student and is also reviewed by one of our Counselors (SBVC) or Student Success Advisors (CHC)

2. If it is a "first time" flag, no immediate action may be taken. If the student has affiliations with specific groups on campus, the student may be contacted.

3. Once a student has earned 3 flags (in any course for any reason), a Counselor/Student Success Advisor will contact the student to discuss any underlying issues via phone or email, or have them schedule an in-person appointment with a counselor. This will also occur if an "Urgent Flag" was raised regardless if it was the student's first flag or third.

4. A Counselor/Student Success Advisor will keep making attempts to contact the student if initial contact has not been made. These follow-ups will be made approximately once a week for one month.

5. For the student who is contacted, an action plan will be developed to help guide the student back on track.

6. If the student was never reached, or if an action plan was created, the Counselor/Student Success Advisor will close the loop in Starfish, communicating the outcome to the instructor.

Have questions? Want to set up a demo? Need help getting started? Send an Email to: StarfishFaculty@craftonhills.edu

Starfish Quick Reference Guide

How to Raise, View, and Clear Flags

How to Raise Flags, Kudos, Referrals, and To-Dos (also known as tracking items)

1. Login to Starfish, click on the top left hamburger icon, and select **Students.**
2. Search by student name or filter by student list.
3. Select student.
4. Select desired tracking item box at the top: Flag, Kudo, Referral, or To-Do.
5. Choose the most appropriate flag/kudo/referral/to-do options and type your comments in first person as though you are talking to the student.
6. Select **Save** or **Submit** (this may differ between screens but both mean submit).

How to View Tracking Items on Your Students

1. Login to Starfish, click on the top left hamburger icon, and select **Students.**
2. Select the **Tracking** sub-tab.
3. Search by student name or filter by student list.
4. Hover over the tracking item in the Item Name column and select Details to view any notes.

How to Clear Tracking Items You've Created

1. Login to Starfish, click on the top left hamburger icon, and select **Students.**
2. Select the **Tracking** sub-tab.
3. Search by student name or filter by student list.
4. Check the box beside the student flag you wish to clear and click the **Resolve** button.
5. Select a reason for clearing and enter comments about resolution.

Starfish Support at CHC and SBVC

Website	Visit https://www.craftonhills.edu/current-students/counseling/starfish/index.php for comprehensive information about Starfish at CHC, and https://www.valleycollege.edu/student-services/counseling/starfish/index.php for SBVC. The website includes text and video resources for students, staff, and faculty.
Contact Person	Can't get a feature to work? Need additional Assistance? Send an email to StarfishFaculty@craftonhills.edu
Training	To request individual or departmental training, please email StarfishFaculty@craftonhills.edu